# PPWA Company Policies

**Company Policies for Peal’s Performance & Wellness Academy**

At Peal’s Performance & Wellness Academy, we prioritize the safety, well-being, and progress of our clients during any of our sessions. To ensure a positive and productive experience for everyone involved, we have established the following policies:

**1. Client Assessment:**

* Prior to commencing any training program, each client will undergo a comprehensive assessment to evaluate their current fitness level, health history, goals, and any potential limitations or injuries.
* This assessment will help us tailor the training program to meet the individual needs and objectives of the client.

**2. Session Scheduling:**

* Sessions must be scheduled in advance to ensure availability and proper planning.
* Clients are encouraged to arrive on time for their scheduled sessions. Late arrivals may result in a shortened session to avoid inconveniencing subsequent appointments.
* Clients should inform their trainer of their arrival and wait for further instruction to gain entry to the premises.

**3. Cancellation Policy:**

* Clients are required to provide at least 24 hours' notice for any session cancellations or rescheduling.
* Failure to provide adequate notice will result in loss of session fee and forfeiture of the session.

**4. Attire and Equipment:**

* Clients are expected to wear appropriate workout attire and footwear during sessions.
* Personal hygiene is important; clients should come to sessions clean and free from strong scents.
* While this business is still in a start-up format and being held at residential premises, we do not provide any showering facilities. We do provide access to a toilet, however this is within a residential property so please show utmost respect when using
* Clients are responsible for bringing any necessary personal equipment, such as water bottles or other accessories.
* Towels, bathrobes, and slippers are available at a small fee to cover laundry costs.

**5. Conduct and Respect:**

* Clients are expected to conduct themselves in a respectful and cooperative manner at all times.
* Any inappropriate behaviour, language, or actions will not be tolerated and may result in termination of services.
* Physical contact between clients and trainers will only occur within the bounds of professional necessity and with the client's consent.

**6. Safety and Injury Prevention:**

* Safety is paramount. Clients must follow the instructions of the trainer and adhere to proper technique to minimize the risk of injury.
* Clients should inform their trainer of any discomfort, pain, or concerns during the session immediately.
* Trainers reserve the right to modify or terminate any exercise that poses a risk to the client's safety.

**7. Confidentiality:**

* Client information, including personal health history, goals, and progress, will be kept confidential and will not be shared without the client's explicit consent.

**8. Payment and Fees:**

* Payment for sessions must be made in advance or at the time of the session, according to the agreed-upon payment plan.
* Late payments may result in suspension of services until payment is received.
* All fees and payment terms will be clearly outlined in the client's agreement.

**9. Feedback and Communication:**

* Clients are encouraged to provide feedback regarding their sessions, including any concerns, questions, or suggestions for improvement.
* Open communication between clients and trainers is essential for optimizing the training experience and achieving desired results.

**10. Changes to Policies:**

* These policies are subject to change at the discretion of Peal’s Performance & Wellness Academy. Clients will be notified of any updates or revisions to the policies in a timely manner.

By participating in any of our sessions with Peal’s Performance & Wellness Academy, clients agree to adhere to these policies and guidelines. These policies are in place to promote a safe, effective, and enjoyable training environment for all clients. If you have any questions or concerns regarding these policies, please don't hesitate to contact us.